

Commonwealth Edison Company  
P.O. Box 805379  
Chicago, IL 60680-5379

www.exeloncorp.com

An Exelon Company

March 16, 2006

Joe Abuzir  
10700 S. Washington Street, Unit 203  
Oak Lawn, IL 60453

Re: Claim No. GCED2005135790

Dear Mr. Abuzir:

In response to your inquiry following the service disconnection, please be advised that we have carefully reviewed the relevant facts surrounding your complaint. Our investigation revealed that at the time of your service disconnected you had a balance due. We made every attempt to notify you that your service was in jeopardy. When payments are made at non-ComEd facilities, you bear the responsibility for making sure the entire payment due is properly posted to your account prior to your disconnection date. Your service was restored by ComEd on 10/14/2005. We verified your restoration on 10/17/05. Apparently, your customer owned breaker was off.

Based upon our investigation, we have reached the conclusion that the service disconnection was justified and the resulting damage did not arise out of any negligence on the part of Commonwealth Edison Company. Accordingly, we must respectfully deny your claim.

We appreciate the opportunity to evaluate your claim, and apologize for any inconvenience you may have experienced.

Sincerely,



Karen Whirity  
Regional Claims Adjuster  
(630) 576-6335

For Commission Use Only:

Case: \_\_\_\_\_

## FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

Regarding a complaint by (Person making the complaint):

Joe Abuzir

Against (Utility name):

Commonwealth Edison Company

As to (Reason for complaint)

Failure ComEd to restore the electric service between  
October 14, 05 and October 18, 05 despite payment on the account  
and several telephone calls to restore the service. ComEd  
negligance to restore the service caused a loss of \$ 2,500 in spoiled food.  
in Oak Lawn Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

10700 S. Washington St., Unit 203, Oak Lawn, IL 6045

The service address that I am complaining about is

Same As Above

My home telephone is

[708] 692-7800

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[708] 692-7800

(Full name of utility company)

Commonwealth Edison Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-IL. Adm. Part 280 50(a), 280.70(a)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

On October 14, 2005, ComEd Shut-off my electric service. On the same day October 14, 2005, a payment to restore the service was issued to ComEd.. I called ComEd and I was told that the service will be restored on October 15, 2005 but the service was not restored until October 18, 2005. During the period between October 14 and 18, 2005 I lost all the food I had because it was spoiled. My losses were estimated about \$2,500.

Please clearly state what you want the Commission to do in this case:

Payment in the amount of \$2,500 for my losses caused by ComEd negligence.

Date: May 19, 2006  
(Month, day, year)

Complainant's Signature Joe Abuzar

If an attorney will represent you, please give the attorney's name, address, and telephone number.

Fadi Zamayed  
10344 S. Harlem Ave., Palos Hills, IL 60465  
Telephone: (708) 741-4040

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, \_\_\_\_\_, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) \_\_\_\_\_

Subscribed and sworn/affirmed to before me on (month, day, year) \_\_\_\_\_

\_\_\_\_\_  
Notary Public, Illinois

**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

**ComEd.**Commonwealth Edison Company  
Claims Department  
P.O. Box 805379  
Chicago, IL 60680-5379**Claim Form**1-800-Edison-1  
1-800-334-7661

ComEd Copy

An Exelon Company

Please Print Legibly

(Use an additional piece of paper if more space is needed.)

(708) 692-7800 Daytime Phone Number	Joe Abuzir Name		
(908) 952-1028 Home Phone Number	10700 S. Washington St Unit 203 Address		
Illinois Individual Commerce Name of Contact Person (Units of Local Government Only)	Oak Lawn City	Illinois State	60452 Zip
Mr. Ken Kirchner, Springfield Office			
1361469011 ComEd Account Number	Social Security Number (Optional)		

What happened? Electric Service was shut-off on October 14, 2005. Despite my payment arrangement on the same day, ComEd alleged that they restored the service on October 15, 2005. I made several calls to ComEd but the service was not restored. I hired Mr. Nelson (electrician) to check the system. Mr. Nelson told me that ComEd representative never turned the switch connected to the meter on. ComEd is liable for the spoilage of my food because of the negligence on its part, not to restore service on a timely manner. This form is for information only and does NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF COMMONWEALTH EDISON COMPANY.

Return completed claim form and documentation to:

Commonwealth Edison Company  
Claims Department  
P.O. Box 805379  
Chicago, IL 60680-5379

List of Damages

payment was made immediately.

Attach supporting documentation. If your claim is for repair to a vehicle, your documentation should include copies of estimates from two repair shops on their printed invoice or estimating form; we reserve the right to request an independent estimate. If any claim is for food spoilage, your documentation should include an itemized list of spoiled items shown with the price of each and the total for all items, and copies of receipts or canceled checks, if any. If your claim is for equipment or property repair, your documentation should include copies of bills paid to have the property repaired, or in the event that you choose not to have the property repaired, a copy of a written estimate of the cost that would have been incurred if the property had been repaired. If an item is not repairable, you should state that information and your documentation should include proof that a total loss of the property resulted. If your claim is for damage from a power interruption, power surge, or other fluctuation, your documentation should include proof that the damage resulted from such power interruption, power surge, or other fluctuation.

Item	Make/Model	Age	Date Purchased	Purchase Price	Repair or Replacement Cost	Serial No.
DNA	DNA	DNA	DNA	DNA	DNA	DNA

The above information is true and correct to the best of my knowledge.

Signature

Title (Units of Local Government Only)

Date

For Office Use Only

File Number	Claim Number	Adjuster	Region
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Joe Abuzir, Com Ed Account # 1361409011

Itemized List of Spoiled Food and Estimated  
Cost of the Spoiled Items Listed Below :

	Item Description	Cost
1.	Lamb Chops, Ground Lamb, Leg of Lamb, & Lamb Shiskabob	\$ 600
2.	Steaks, Prime Rib of Beef, Hamburger Meat, Beef Stew	\$ 700
3.	Chicken thighs, legs, drumsticks	\$ 400
	Roasting Chicken, Chicken Kabob	
5.	Frozen Food: Pizza, Vegetables,	\$ 300
	Ice cream, Yogurt, Dinners	
6.	Dairy Products: Milk, Cheese,	\$ 200
	Eggs, Cream, Yogurt	
7.	Prepared Meals	\$ 100
8.	Micellaneous Items: Salad	\$ 200
	Dressings, Pickles, Jelly.	

Total \$ 2,500

The above estimation is true and correct to  
the best of my knowledge.

Signature

Joe Abuzir

February 16, 2006